Top 10 Classes

The top ten classes for fiscal year 2009-2010 are listed below with course descriptions following.

1. Basic Supervision for State Supervisors – Part I
2. Basic Supervision for State Supervisors – Part II
3. Completed Staff Work
4. Introduction to Analytical Staff Work
5. Information Mapping: Developing Procedures, Policies and Documentation
6. Developing Analytical Skills
7. Legislative Bill Analysis
8. Leadperson Workshop
9. Critical Thinking
10. Budget Process Workshop

Basic Supervision for State Supervisors – Part I

5-day course

This program is designed to assist the new supervisor in making the transition to a first-time supervisory position.

This program, combined with #409B, will meet the requirements of Government Code Section 19995.4(b) for new supervisor training. If the participant will be taking both courses #409A and #409B, it is recommended (but not required) that #409A be taken first. The subjects will be approached from the standpoint of modern supervision in the State system with a consideration of team concepts.

Objectives:

- Identify the role of the supervisor
- Use effective communication skills
- Identify appropriate performance standards and appraise employee performance
- Identify the basic principles of the State disciplinary process
- Identify objective behavioral criteria for developing legal and appropriate questions for selecting and interviewing candidates
- List strategies and techniques for employee development
- Recognize different approaches to leadership and use an effective leadership style
- Use effective motivation and negotiation skills
- Identify sources of conflict and recommend alternatives for resolution

Basic Supervision for State Supervisors – Part II

5-day course

This program is designed to assist the new supervisor in making the transition to a first-time supervisory position.

This program, combined with #409A, will meet the requirements of Government Code Section 19995.4(b) for new supervisor training. If the participant will be taking both courses #409A and #409B, it is recommended (but not required) that #409A be taken first. The subjects will be approached from the standpoint of modern supervision in the State system with a consideration of team concepts.

Objectives:

- Identify key steps to problem solving and decision making
- Use planning, organizing, directing, and monitoring to achieve organizational objectives
- Understand collective bargaining agreements and the role of management in labor relations
- Handle and resolve grievances
- Apply a cooperative problem-solving approach in Labor-Management relations
- Identify issues of employment law relating to persons with disabilities
- Recognize and apply effective time management principles
- Recognize and apply effective techniques of stress management
- Understand the principle of equal employment opportunity and employment law
- Prevent sexual harassment
- Recognize the value of diversity in the workplace
- Delegate effectively

Completed Staff Work

2-day course

This course for analysts will prepare you to effectively recommend solutions to management problems. The completed staff work process results in an actual product that will require only the manager's signature to implement recommendations.

Note: You should bring an example of a problem that you are working on or might work on in the future. It should be a problem that is expected to be resolved with a recommendation to your management. By working on a current work problem, you will be able to partially complete and receive feedback on your assignment.

Objectives:

- After separating symptoms from root causes, specifically define a problem
- Identify valid resources and develop a work plan
- Sort, organize, and display data in support of your recommendation
- Practice using a prioritizing matrix
- Practice techniques of divergent and convergent thinking
- Use tools to identify one preferred alternative
- Prepare a written recommendation and implementation chart

Introduction to Analytical Staff Work

2-day course

If you are a new analyst or are considering a career as analyst, this program will help you understand the role of the analyst and the basic skills required. It will also give you the opportunity to perform assignments typical to a government analyst. You will be able to assess your interest and skill level in performing analytical work and build your knowledge and confidence to advance within government services.

Objectives:

- Identify the role of the staff analyst in State service and contrast it with the role of the manager
- List the seven steps of systematic analysis
- Recognize different types of data and their application
- Design a data collection survey
- Apply a spreadsheet methodology to diagnose a problem
- Recognize report formats commonly used by State analysts

Information Mapping: Developing Procedures, Policies and Documentation

3-day course

This course is designed to provide the analytical and organizational techniques needed to define, design, and develop effective procedures, policies and other documentation. This course applies to paper-based or online complex information that needs to be user-focused, task-oriented, accessible, usable, and easy to revise.

Objectives:

- Define audience information needs and requirements
- Design and develop information that meets user needs
- Organize complex documentation so users can easily find and understand information
- Implement a documentation project

Developing Analytical Skills

5-day course

The course is structured into two parts: Part One is a three-day skill building workshop related to roles and responsibilities of analysts and the essential skills and tools required to perform analytical work. You will then spend 20-40 hours back on the job completing a study of an organizational issue.

Approximately four to five weeks later, you will return for Part Two, a two-day session during which you will present your project orally and in writing. The instructor will assess each presentation.

Make-up sessions or partial days are not possible with this class.

This comprehensive course covers each step in an analytical project from beginning to end. It explains tools and techniques necessary at different phases of the study and gives participants an opportunity to apply their knowledge to an actual work project. This course will benefit Staff Services Analysts, Associate Governmental Program Analysts, Management Services Technicians, Personnel Technicians, Budget Technicians, or equivalent classifications.

Supervisor's note: you will need to work with the participant in selecting a work-related issue for study prior to attendance. You will receive instructions upon registration. You should provide the necessary work time for the participant to complete the project on the job – normally from 20-40 hours are needed.

Objectives:

- Identify and describe the roles and responsibilities of analysts in State government
- Learn and apply tools for gathering, organizing, and analyzing data
- Create alternatives and develop criteria to evaluate them
- Write an issue paper using a specified format
- State your analytical findings and recommendations in a ten-minute oral presentation
- Recognize skills for non-defensive communication and collaboration

Legislative Bill Analysis

2-day course

This course is for any state employee who is required to analyze a bill to determine its impact on a state department or program.

Objectives:

- Describe the State of California legislative process including how a bill becomes law
- Define and discuss at least twenty terms related to the legislative process
- Name at least five different sources for locating information in order to analyze the impact of legislation
- Identify the key components and sections of a bill
- Be proficient reading different versions of a bill
- Know when to propose amendments and how to write amendment language
- Summarize a bill and learn how to get started writing the main sections of a bill analysis
- Use the internet as a legislative tool to subscribe to a bill and listen to committee hearings as well as to gather information including; background on specific Assembly and Senate bills, the legislative calendar and bill analyses prepared by legislative committees.

Leadperson Workshop

3-day course

This program for leadpersons will teach you how to coordinate the efforts of a workgroup.

Objectives:

- Define and compare the role and duties of leadperson vs. supervisor
- Identify various styles of leadership and sources of power
- Use effective techniques for communicating and listening
- Demonstrate delegation and development skills
- Define steps for implementing change
- Recognize a variety of motivation methods
- Explain conflict resolution skills
- List the steps of systematic goal setting and planning
- Describe the key stages for team building

Critical Thinking

2-day course

This popular course covers concepts and methods central to sound critical thinking. It provides skills useful to analysts during problem identification, identifying and evaluating alternatives, and other steps in the problem solving process and and should provide valuable assistance to departments' analysts and managers in these times of limited resources..

Objectives:

- Identify and evaluate critical thinking processes
- Identify and analyze the methods used in organizing thoughts
- Analyze issues and identify problems
- Understand types of problems
- Differentiate between problems and their causes
- Understand the difficulties associated with casual reasoning
- Demonstrate sound rational reasoning and problem solving
- Analyze arguments
- Distinguish between the parts of an argument
- Identify explicit and implicit premises
- Identify assumptions
- Identify and distinguish between different types of fallacies

Budget Process Workshop

2-day course

This course is designed for people who prepare, review or administer budgets or who are preparing themselves for these roles. The workshop provides you with a comprehensive overview of the California budget process and offers hands-on problem solving, open discussions, and simulated situations. This course is intended to be taken in conjunction with course #643 (Budget Change Proposal Overview). For your convenience, some of the courses are scheduled on consecutive days.

Objectives:

- Understand the role of budgets in conducting state programs
- Describe the three stages of budgeting: a) Development; b) Enactment; and c) Administration
- Understand the numbers and language in the Governor's Budget and Appropriations Act
- Understand the differences between budgeting styles
- Understand constitutional and statutory provisions related to the budget process
- Track departmental budget preparation, its approval, and administration